

# INTERNAL SALES ADMINISTRATOR

Employee Name:

Job Title: Internal Sales Administrator

Effective Date:

## JOB PURPOSE STATEMENT

## KEY DELIVERABLES

Key Performance Areas	Tasks
1. Active Quoting	<ul style="list-style-type: none"><li>• Quotes are delivered within 4 hours of request where possible</li><li>• Ensure suppliers understand and adhere to your quote timelines</li><li>• Pricing is sourced from multiple suppliers for best price</li><li>• Stock is checked and stock ETA is added to quotes</li><li>• Quote preparation sheets are completed accurately and in full</li><li>• Quotes are neat and presentable at all times</li><li>• Request feedback on quotes that have not yet been invoiced</li><li>• Follow up on Xero quotes under the accepted status</li><li>• Ensure renewal quotes are sent on time</li></ul>
2. Internal Sales	<ul style="list-style-type: none"><li>• Assist your account manager in servicing their clients to the best of your ability</li><li>• Try always to pressure suppliers for a better price to increase your GP (gross profit)</li><li>• Negotiate with suppliers for better pricing on larger deals (where applicable)</li><li>• Strive to always ensure your account manager(s) make their GP targets</li><li>• Upsell clients where possible on "attach" items (Bags, Office Licenses, docking kits)</li></ul>
3. Customer Relations	<ul style="list-style-type: none"><li>• Cultivate and maintain positive relationships with customers to foster loyalty and repeat business.</li><li>• Demonstrate the ability to resolve customer issues promptly and efficiently, aiming for a positive resolution in challenging situations.</li><li>• Stay informed about products or services to provide accurate information and guidance to customers.</li></ul>
4. Warranty and Case Management	<ul style="list-style-type: none"><li>• Handle warranty registrations, checks, and case logging with suppliers.</li><li>• Keep the team up to date with case status.</li></ul>
5. Contract Renewal Management	<ul style="list-style-type: none"><li>• Work with the Admin Team to ensure the spreadsheet is up to date with any new renewals.</li><li>• Set calendar reminders for renewals.</li></ul>
6. Adhoc Admin	<ul style="list-style-type: none"><li>• Job Card Capturing to Technician Work Logs</li><li>• Loading of Supplier Bills to system</li><li>• Shredding of company documents</li><li>• Filing paper documents</li><li>• Capturing of Manual Journals</li></ul>



## JOB REQUIREMENTS

- Bachelor's degree or National Diploma in procurement or administration.
- Minimum of 3 years of experience in internal sales.
- Prior experience in sales, quoting, procurement, or similar roles is typically preferred.
- Excellent communication and interpersonal skills.
- Able to work as part of a team and independently.

These responsibilities are not exhaustive. In this dynamic role as a Internal Sales Administrator, you may be required to perform ad-hoc tasks and adapt to evolving challenges as they arise, ensuring that our clients receive the best possible service and solutions tailored to their unique needs. Your versatility and readiness to address diverse demands are integral to achieving success in this role.